

# **One-Stop RFP Bidders Conference**

April 7, 2005  
2:00 p.m. to 4:00 p.m.

## **The Source**

1301 Monroe St., Toledo, OH 43624

Questions & Answers

- 1. Based on reviewing the RFP, it is mentioned that the Operator is responsible for tracking data including business services. (page 4, A. General Characteristics...Objectives: "to track, compile, and oversee all necessary data including business services and universal customer." Is the Operator responsible for developing and maintaining the data base for tracking business services?**

**Answer:** The role of the Operator would be to develop, organize and maintain a data base of business services available through Partner agencies, address service gaps, and document business services requested and utilized. The Operator would be the resource hub where businesses, like job seekers, could get information.

- 2. Based on reading the RFP, is it accurate that LCWDA is the lead agency for Business Services for The Source and all the Partners? What will be the One-Stop Operator's role and responsibility within Business Services?**

**Answer:** LCWDA, and the other Partners, functions as the "face" of The Source to the business community. LCWDA will also coordinate labor exchange activities for The Source and Partner agencies, and market program services and resources available within the Source. As stated above the function of the Operator is to develop, organize, and maintain information. *However*, under the Core Services portion of the Operator contract, the staff will match and refer job seekers to jobs, as per the Lucas County Labor Exchange Policy, and as participants within the One-Stop system, post job orders as appropriate.

- 3. During the MOU negotiations, LCWDA had indicated it was going to complete the financial components of billing partners and paying invoices for certain areas of the MOU cost, thus it was not budgeted within the MOU cost sharing agreement. Within the RFP, it indicates that the Operator will be responsible for these functions. So who is responsible for that function? And can a part of a position be budgeted for this responsibility?**

**Answer:** In order to reduce the cost to Partners, LCWDA agreed to fund the financial component (.50 FTE fiscal staff) of billing the Partners. Since WIA is funding this contract, the financial portion would be the responsibility of the Operator, but funded 100% by WIA and not distributed among all the Partners. Please add 100% of the cost of fiscal management and billing of Partners to the costs in the Budget Form Attachment E, Page 1, under column B. WIA related costs of One-Stop Operation/Manage. Now this column will no longer equal the WIA share of the One-Stop MOU budget.

- 4. Is the \$ 600,000 budgeted, WIA funds? Is this for Core Services? And would the \$296,000 budgeted within the MOU Shared Cost Pool be also be utilized for the One-Stop Management, Customer Service, and Security Position.**

**Answer:** The contract will have two parts: the Operator Management side and the WIA Core services side. Yes, the \$600,000 budgeted is WIA funds. A portion of this is for Core Services for at approximately \$440,123. The remainder, about \$159,879, is the WIA portion of the One-Stop Operator Cost as negotiated in the Strategic Business Plan-MOU Shared Cost Pool FY06. (\$88,313.65 Total - All Cost Pools/All Sites, WIA Operator portion, plus the .50 FTE for a Fiscal Staff person at approximately \$30,137 and the 1 FTE for the Customer Service Receptionist position estimated at \$41,427.)

The Security position is already charged in the MOU under the Facilities Pool, so the WIA portion would be part of this contract. One-Stop Management is charged under One-Stop Management Pool, so the WIA portion would be part of this contract. Both the Customer Service Receptionist staff and the Fiscal Staff would be put in the contract and funded 100% by WIA and not distributed among the Partners as agreed to when negotiating the MOU.

**5. If the WIA reauthorization changes the role and of function of Wagner-Peyser staff, will this impact the budget in the future and add additional responsibilities to the Operator providing Core Services?**

**Answer:** At this time, Lucas County Workforce Development Agency may hire the staff to do Labor Exchange under the Wagner-Peyser funding that would be consolidated with the WIA dollars or the State of Ohio may continue to provide Wagner-Peyser services after the consolidation, if the Governor chooses to hold back 50% of the block grant. If this changes, the contract could be amended.

**6. If grants are pursued on behalf of The Source, who would be the grantee? LCWDA, WIBLC and/or One-Stop Operator organization?**

**Answer:** It would depend on who the funding is from and what services were provided along with the Request for Proposal specifications. In most cases, the US DOL grants want the WIA Administrative Entity to be the grantee with WIB approval. Unless the WIB is the Administrative Entity, they are not to provide WIA program services. Also, they are not set up to do other program services at this time.

**7. Currently, the Reed Act Funds are being budgeted to do marketing and Outreach activities, do we need to budget additional funds for these activities since generally this is considered a shared cost among partners?**

**Answer:** The Partners are responsible for determining how much to spend on Marketing and Outreach. Additional funds should not be billed to WIA beyond what is listed in the One-Stop MOU budget.

**8. Who is responsible for determining eligibility for Core Registered Services?**

**Answer:** The One-Stop Operator will NOT be doing any registered services for WIA Title I services, Lucas County Workforce Development Agencies staff will handle ALL registered WIA participants, including Registered Core services.

**9. On budget Form page 40: Can we add line items for additional staff positions not currently listed on the budget form?**

**Answer:** Yes, you can.

10. **Our indirect cost rate is not a fixed percentage. We are required to follow UFMS cost methods which allocates total agency indirect administrative costs across all FTE's based on the number of FTE's in each cost center (contract/grant area). Can we put the total rate based on FTE's for this contract in the budget and calculate the percentage to total contract from that number?**

**Answer:** Yes, you may use your agency's cost allocation method for the Core Program WIA Title I services portion of indirect cost rates which will be applied to WIA program costs, however, on the One-Stop Management portion of the contract, the 10% Administrative limit still applies. So for the management portion use the UFMS rate up to 10% of the total cost for One-Stop Operation and Management.

11. **Page 21 of the RFP speaks to a "cost analysis worksheet" that is not included in the RFP. Is this a separate document to be completed or is it achieved by completion of the Budget Form on pages 40 and 41?**

**Answer:** No, actually, the LCOMB/LCWDA fiscal staff would be responsible for the cost analysis worksheet.

12. **Who will be accountable for enrolling the unregistered customers into CORE Registered WIA service? Is this a responsibility of the Operator, or will the operator only refer potential WIA participants to LCWDA or others?**

**Answer:** The Operator will refer potentially eligible participants to LCWDA. LCWDA will input all WIA registered jobseekers into SCOTI WIA.

13. **If the operator is only referring participants to the WIA CORE Registered provider, how can the operator be held accountable for WIA performance measures?**

**Answer:** The Operator will not be directly responsible for WIA Title I Performance Measures, however, the Operator should assist in meeting the goals by implementing efficient processes that lead to appropriate referrals and quality service delivery. Also, should Common Measures be implemented by the United States Department of Labor (US DOL) for One-Stop Partners, the Operator will assist in ensuring Partner services and WIA unregistered Core services lead to meeting those standards/goals.

14. **Will the Operator only be held accountable for the performance measures of The Source, (those determined by the WIB?)**

**Answer:** See answer to number 13 WIA Title I Performance Measures. Also, the Operator will be accountable to overseeing that the services provided at the Source by the Partners will meet the WIB-defined standards for the One-Stop.

15. **If the operator is serving participants in Registered CORE, how can they be held accountable for WIA performance measures on those participants that are referred to intensive and training level services?**

**Answer:** The Operator will not be serving participants in registered Core services, so will not be held accountable for WIA Title I Performance measures, unless Common Measures are implemented by the (US DOL)

- 16. Is Targeted and Individualized Job Development considered a staff assisted CORE service or an Intensive level service? How does this differ from Placement assistance? Currently the operator provides some Targeted and intensive Job Development, will this continue in the future or will LCWDA provide that service?**

**Answer:** The Act includes in Core services the following regarding placement, “(D) job search and placement assistance, and where appropriate, career counseling” Target and Individualized job development services are not within the scope of work of the One-Stop Operator according to the RFP. These functions are program activities. Job search and placement activities do include preparing job seekers for employment and referring them to employment opportunities. Referrals are part of the Resource Room functions. Registering all job seekers on SCOTI LE and job referrals (i.e., job matching on SCOTI-LE) are part of this function. In addition to LCWDA providing individualized and targeted job development, all Partners will provide this service under the terms of their individual programs. The Operator is NOT a Partner.

- 17. How are One-Stop Operator services currently being delivered and by whom?**

**Answer:** The current Operator is a NetWork, a division of the Zepf Center, which is a non-profit organization. Their current contract has three parts, One-Stop Management, Core Services funded by WIA, and WIA registered services for registered Core for Adults and Dislocated Workers, and Intensive services for Rapid Response services including case management, Individual Training Accounts (ITAs) and supportive services.

- 18. Is the current contractor meeting performance expectations?**

**Answer:** The current contractor met the One-Stop certification by the state. The next Operator will not do any registered WIA program services. (See 19 for WIA Title I services for past contract which did include WIA registered program service.)

- 19. Is LCWDA meeting performance measures for the current program year?**

**Answer:** LCWDA is meeting or exceeding all standards with the exception of Earnings Change in 6 months for Adult and Older Youth. The state allowed us to negotiate these standards down due to the high unemployment rate and economic conditions in Lucas County, Ohio.

- 20. Can we review a copy of the current contract(s), if any?**

**Answer:** Yes, all bids are open for public review once the process is over.

- 21. “Core Services” are not the same as “Registered Core”, correct? If that is so, then is “Registered Core” and “Intensive Services” the same?**

**Answer:** Correct, registered Core is different from unregistered Core services. Core services are self-service for the most part and require little staff assistance. Another difference is that those in Registered Core services would be served by LCWDA and need to be determined WIA eligible. Usually, the difference from unregistered Core is that there is more instruction versus only information and more than just a one time short-term relationship with staff. They would also then be registered into SCOTI-WIA and be subject to WIA performance standards. Registered Core and Intensive services both require being registered into SCOTI-WIA and subject to WIA Performance

Standards. The Intensive services were listed in the hand-out of the Act. Intensive services usually include case management and an Individual Employment Plan along with an in-depth assessment, however, under the law, to proceed to Training, only one level of each activity (Core and Intensive), are required before moving into Training.

**22. Are we required to send in a letter of intent? If so, when, where, etc.?**

**Answer:** No

**23. Clarification for budget submission for this RFP. At first, it was mentioned a 1-page budget report. Further on a 2-page and then a 2 ½ -page report were mentioned. So do you specifically need a 1-page, a 2-page, or a 2 ½ -page budget report for this RFP?**

**Answer:** Page 39 of the RFP describes the instructions to fill out Attachment E 1-3 of the actual budget to be returned with your application. (This is about 2 ½ pages.) The Budget Narrative, as described on page 21, is not to exceed 2 pages. (The Executive Summary was the only item mentioned that is 1 page.)

**24. Why was there such a large decrease in funding to the One-Stop Operator contract? Current FY05, \$719,000 plus the \$210,000 MOU One-Stop Management cost, even though the number of unregistered Core customers within The Source has increased four times over the past years.**

**Answer:** The cost of \$600,000 available in the RFP was estimated on anticipated future funding and anticipated costs of providing unregistered Core services. The funding for the contract was reduced in part because LCWDA will take over registered Core for Adult and Dislocated Workers along with Intensive, Training, and supportive services for registered DW/RR job seekers. The One-Stop Management costs reflect what was agreed to in the MOU by the Partners as reflected in the Resource/Cost Sharing Agreement for FY06. If there needs to be an increase or decrease in the services, the contract can be modified to reflect those needs if agreed to by the Partners for the MOU portion, and LCWDA for the Core Services portion if dollars allow. Final cost won't be worked out until the contract is negotiated. Also, any contract changes would need to be approved by the WIB and the Board of Lucas County Commissioners.

**25. If the other Partners do not fulfill their staffing obligations, thus not meeting the WIB's expectations, thus creating additional responsibilities to the One-Stop Operator, how will this be handled?**

**Answer:** It is the responsibility of the Operator to see that Partners fulfill their staffing obligation as they have agreed to in the MOU. Realizing that the Act was written without a specific budget line item for Partners, we are aware that this can at times be difficult. However, if a Partner does not do so, the Operator can notify to the WIB One-Stop Committee in their monthly meetings their concerns and ask for their assistance as it is the WIB's responsibility to provide oversight to the One-Stop. Additionally, the state has said in the past that the Partners at the state level have agreed to participate in the One-Stop so they could approach their local counterparts to assist in meeting local staffing requirements.

**26. Can there be additional attachments beyond those listed on page 22?**

**Answer:** Page 20 of the RFP states “Bidders are advised and urged not to include additional brochures or materials which are not requested. Such materials will be disregarded in the evaluation process. Failure to answer questions or include attachments will lower the proposal’s rating.” Unless it is asked for, it is best not to include it.

**27. Can the One-Stop Operator bid on future contracts for LCWDA provision of services?**

**Answers:** That would depend on the specifications of the RFP. In order to streamline services, The WIB decided that at this time they did not want the Operator to provide LCWDA registered program services, so it was taken out of this RFP.

**28. Estimated costs on 14-page budget-will this be the total of column C (A+B) from the budget form in RFP?**

**Answer:** If the bidder is going to utilize the 14-page draft budget template as a tool to compile the required two and one-half page budget in the RFP, the bidder would have to insert rows for calculating the CORE Service portion of the budget (i.e., staffing, etc.) If this is done, then the 14-page budget would equal column C on the required two and one-half page budget in the RFP.

**29. How was the figure \$600,000 arrived at as an amount to pay for WIA Core Service?**

**Answer:** Fiscal staff estimated the cost based on the last Operator contract, however, the \$600,000 is for both Core AND One-Stop Management costs. (See question number 24.) Additionally, the last contract was for about this amount including Registered and Unregistered Services: Core, Intensive, and Training. With the influx of job seekers in Core Services, this was the estimated amount for both Core Services and One-Stop Management as described in question 24. Additionally, the WIB would need to approve all contracts, including their allocation, along with the Board of Lucas County Commissioners.

**30. What will be the relationship of the LCWDA, as a One-Stop Partner, since it appears all of its staff are exempt from oversight by the One-Stop Operator?**

**Answer:** Each Partner is overseen by the state or federal entity that provided the grant funding for that program. Within a One-Stop, the Operator is responsible for coordinating services and ensuring implementation of the WIB-defined performance levels for the One-Stop. The Operator has no oversight responsibilities over any Partner, but should coordinate and interact with LCWDA as they would any other Partner. LCWDA program staff works with the Operator as described in the Strategic Business Plan (MOU-Partner Services Matrix and Partner Services Detail.) The WIB is responsible for oversight of the One-Stop Operator.